

DTS ORGANIZATION TEAM

9/9/05

Team Members:

- Greg Gardner, Lead
- Steve Fletcher
- Dave Fletcher
- William Shiflett

Charge:

- Design and implement a world class IT service organization.
- Construct a flexible and nimble IT organization responsive to customer needs and requirements.

Immediate tasks:

- **Complete:** Establish a full-time DTS transition management team – 08/16/05
 - Steve Fletcher, CIO
 - Jim Matsumura: Lead, Infrastructure and Utility Services and Operations Team
 - Greg Mead: Lead, Solutions Delivery
 - Ken Elliot: Lead, Administrative Team
 - Dave Burton: Lead, Policy/Planning Team
 - Lloyd Johnson: Lead, Service Level Management Team
 - Greg Gardner: Lead, Organization Team
 - Randy Hughes
 - Dave Fletcher
 - Larene Wyss
 - Melissa Brown
- **Complete:** Identify a physical location for transition management team – Dave Fletcher
- **Complete:** Organize DTS Technology Advisory Board – Melissa Brown
 - First meeting held 08/24/05
- Communication Plan – Melissa Brown
 - Involve IT Director's to communicate the message.
 - Identify a PIO – future.
- Build a conceptual design for world class DTS- Steve Fletcher and Transition Management Team by October 14.

- Find the right consultant with experience designing and implementing world class IT service organizations. Need consultant(s) to help develop a strategic plan, conceptual design, and IT processes.
- Identify the elements of a world class IT service organization.
 - Research the literature.
 - Research models from other states. Washington, Virginia, Michigan. Conduct site visits as needed.
 - Research private sector models.
 - Identify our key stakeholders (those who will judge whether DTS is a world class organization) and ask them what they expect from DTS. These stakeholders include the Agencies, the Governor's Office, and the Legislature.
- Brief the DTS management team on the elements of a world class IT service organization. Dave Fletcher, 9/22.
- Hold a strategic planning session with the DTS transition team to define DTS goals and objectives based on agency business requirements.
- Hold a conceptual design session with the DTS transition management team and apply the elements of a world class IT service organization to the State of Utah environment.
- Prepare the DTS conceptual design that will be the basis for decision making thru out the transition.
- Review the DTS conceptual design with the DTS Advisory Board and other key stakeholders to ensure it meets their expectations.

Short-term Tasks – October

- Define the October phase by September 30. Agencies will “loan” IT staff to DTS. IT personnel will remain agency employees and work with DTS through a matrix reporting relationship. IT Processes, policies, and projects will remain the same.
- Define reporting and organization structure for this phase that will be a matrix management structure with a direct reporting line to the agency and a dotted line reporting structure to DTS.

Mid-term Tasks – January

- Define the January phase. IT staff become DTS employees with a direct reporting line to DTS and a dotted line reporting structure to the agencies.
- Define the organization structure for this phase. An option is to establish DTS field offices in the agencies and group them accordingly:
 - Affinity Model

- Field offices are grouped in communities of interest and report to DTS, i.e. DWS/DOH/DHS, regulatory agencies, law enforcement agencies.
- Geographic Model
 - Agencies are grouped by location. For example Capitol Hill, 3rd South, North Temple, West Valley.
- Size Model
 - Agencies grouped by size such as small, medium, and large.
- Administrative services organization in place to manage administrative systems to support employee transfer.

Long-term Tasks– July 1, 2006

- Final organization structure in place.
 - Complete administrative support organization in place.
 - Budget, HR, AG
 - Finance, Purchasing
 - Executive Director's Office in place
 - Executive management team.
 - Executive Director's Office
 - PIO
 - Legal
 - Legislative affairs
 - Permanent senior management team in place.
 - Transition from agency based to service based organization.